

EXHIBIT E

From: Knorr, Sarah
Sent: Wednesday, February 17, 2016 1:50 PM
To: Charlie Hobbs
Cc: Matushek, Jessica; Hendricks, Cynthia
Subject: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

Please see below.

Thanks,

Sarah Knorr
Sr. Regulatory Analyst
Frontier Communications
100 CTE Drive | Dallas, PA 18612
570-631-5023(o)
570-631-8026(f)



From: Charlie Hobbs [<mailto:charlie@adtecerate.com>]
Sent: Tuesday, February 09, 2016 8:59 AM
To: Hendricks, Cynthia <cynthia.hendricks@ftr.com>
Cc: eastridgem@shcsc.k12.in.us; wallacec@shcsc.k12.in.us; McIntosh, Denise <denise.mcintosh@ftr.com>; Knorr, Sarah; David Ryan <dryan@doe.in.gov>
Subject: RE: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Importance: High

Cynthia – I apologize I did not get back to you yesterday regarding my telephone conference with the Indiana State E-Rate Coordinator. We believe the following is the best course of action.

1. South Harrison Community School Corporation needs to verify that they received E-Rate credits on their monthly invoices from Frontier. Based on documentation you provided it appears these credits would have started no earlier than March, 2015 and would have continued until the amount of \$35,446.35 was reached.
2. South Harrison Community School Corporation needs to verify that they actually received a check from Frontier for \$14,112.21.
3. If South Harrison Community School Corporation received the check, we advise them to issue a check to Frontier in this amount to help offset the credits they have received from Frontier.
4. I have attached the denial from USAC of the Deadline Extension request. This decision can be appealed to USAC. I will author the USAC appeal as directed by the attached denial, but

will need the following information from Frontier in order to author the appeal no later than Friday, March 25, 2016. Please remember the USAC appeal must be submitted no later than 60 days from the date of the denial which was February 4, 2016.

- a) What date did Frontier request discounts from USAC? 10/21/2016 and 10/26/2015 and 10/28/2015
- b) When does Frontier believe was the last date they could request reimbursements through the SPI method from USAC? 10/28/2015
- c) What internal controls has Frontier established to avoid issuing discounts on applicant invoices, approving a BEAR filing, and then actually issuing a check for the same services?

Frontier utilizes the setting of the invoice mode from the USAC data retrieval tool when validating SPI versus BEAR selections.

In this case, the BEAR was submitted on 9/25/15 by the school/consultant and approved on 10/5/15 by the service provider. The BEAR notification letter, dated 10/15/15 was received by the service provider and the corresponding funds were received by the service provider on 10/26/15. The service provider subsequently reimbursed the school via check.

Service provider discounts were issued by the service provider in the months of March 2015, April, May 2015 and June 2015. The service provider included these amounts on USAC invoices on 10/21/15, 10/26/15 and 10/28/15 which were subsequently denied due to "combination of FRN[2613296] and Spin [143004791] may be invoiced only through BEAR".

Due to the proximity of the initial service provider invoicing and the billed entity applicant reimbursement form, i.e. within the same 30 day window, the overlap of methods went unnoticed until the service provider began analyzing the SPI denial explanation.

This communication is confidential. Frontier only sends and receives email on the basis of the terms set out at http://www.frontier.com/email_disclaimer.

EXHIBIT F

From: [Hendricks, Cynthia](#)
To: [Charlie Hobbs](#)
Cc: jima@shcsc.k12.in.us; [Hendricks, Cynthia](#)
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Date: Tuesday, January 26, 2016 5:36:49 PM
Attachments: [Frontier FY2014 Data Gathering Form South Harrison CSC.pdf](#)
Importance: High

Hi Charlie & Jim,

I received the attached DGF for FRN 2613296 and processed it early 2015. I learned today the BEAR method was submitted as well. Unfortunately the payment method was set to BEAR before the Erate credits that were applied to the billing accounts were invoiced with USAC.

Since the BEAR method was submitted a refund check for the amount of \$14,112.21 has been disbursed to the school. Also a total of \$35,446.32 Erate credit has also been applied to the billing accounts listed on the DGF. Unfortunately, since the payment method has already been set to BEAR, I need to reverse the Erate credit of \$35,446.32 to the billing accounts.

The invoice deadline date was 10/28/2015. It appears no one has requested the remaining unused CAP amount of \$21,334.11. I am not sure if it is too late to request an invoice deadline extension for the FRN.

Please let me know if you have any questions. I will email you the debit adjustments that will be applied to each account and you can expect them to appear on the next bill cycle.

Please don't hesitate to contact me if I can be of further assistance.

Thank you,

Cynthia Hendricks

Erate Specialist
Frontier Communications
115 E Bow Street
Thorntown, IN 46071-1101
260/451-8571 (o)
585-262-9795 (f)
✉: cynthia.hendricks@ftr.com



"I Can Help You!"

From: Charlie Hobbs [mailto:charlie@adtecerate.com]
Sent: Thursday, March 12, 2015 10:13 AM
To: Hendricks, Cynthia <cynthia.hendricks@ftr.com>
Cc: jima@shcsc.k12.in.us
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Importance: High

Cynthia – South Harrison Community School corporation has hired AdTec to take care of all matters concerning Erate. I have attached the completed Data Gathering Form for FY2014. They request the SPI method be used putting Erate discounts on their monthly invoices. Thank you for your help with this request.

Charlie Hobbs

AdTec, Inc
PO Box 97
Centerville, IN 47330
Toll Free: 866-855-1845 ext. 1008
Fax: 765-855-1615

From: jim alexander [mailto:jima@shcsc.k12.in.us]
Sent: Thursday, March 12, 2015 7:41 AM
To: Charlie Hobbs
Subject: Fwd: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

Got this in today. Is this for you to complete or me?

Jim Alexander
Systems Administrator
South Harrison Community School Corp
812-738-2168 x1053

>>> "Hendricks, Cynthia" <cynthia.hendricks@ftr.com> 3/11/2015 5:15 PM >>>

Dear Frontier Communications E-Rate Customer,

Congratulations on your funding for the 2014 funding year (7/1/14 - 6/30/15). We are proud to be partnering with you for your E-Rate Program funding requirements.

You may choose to use the SPIF / discount method or the Form 472 BEAR method to receive your E-Rate funds. The BEAR method initiates a reimbursement check, while the SPIF method will place a discount directly on your bill(s). Please note customers in the state of California must file SPIF method.

If you choose to submit a BEAR form, you can file on-line by using the Schools & Libraries Division (SLD) On-Line system at <https://www2.sl.universalservice.org/bear/>. If you do not have internet access, you can fax

or mail your Form 472 BEAR to Frontier Communications Corporation, Attn: Jessica Matushek. Mailing address: 100 CTE Drive, Dallas, PA 18612. Fax #: 570-631-8026. E-mail: Jessica.Matushek@ftr.com. The BEAR form is a reimbursement process, so you should only file to be reimbursed for services that have been billed and paid in full.

It is important that you not wait to initiate your program benefits. Please contact our office as soon as possible to advise us on your preferred method to receive funds. If choosing the SPI discount method, a SPI certification must be completed by the applicant. **Please complete the attached Data Gathering Form or visit <http://www.frontier.com/discountprograms/Default.aspx>.**

We are committed to constantly improving our customer service and look forward to continuing our partnership with you.

Thank you,

Frontier Communications Erate Team
Erate email address: Erate-CTF@ftr.com
Fax number: (888)483-6820

Cynthia Hendricks

Erate Specialist
Frontier Communications
115 E Bow Street
Thorntown, IN 46071-1101
260/451-8571 (o)
585-262-9795 (f)
✉: cynthia.hendricks@ftr.com



"I Can Help You!"

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EXHIBIT G

From: sldnoreply@sl.universalservice.org
To: [Charlie Hobbs](#)
Subject: SLD Inquiry #: 22-876477 Received
Date: Wednesday, January 27, 2016 10:48:13 AM

Thank you for using Submit a Question. This message serves as a receipt confirmation of your submission.

The case number for your submission is 22-876477.

Please refer to this case number in subsequent contacts regarding this issue. Note that we may need to ask you for additional information to completely answer your question or fulfill your request.

If you still have questions about this issue after you review our response, please call us at 1-888-203-8100. Please do not reply to this message or to our response, as replies go to an unattended mailbox.

If you have a new question or issue, please submit another question and we will create a new case number to address it.

If you need program information, you can visit the SLD web site at www.usac.org/sl.

Thank you.

Following is the information you submitted:

*[FirstName]=Charlie [LastName]=Hobbs [JobTitle]=E-Rate Contact
[EmailAddress]=charlie@adtecerate.com [WorkPhone]=7658551612
[FaxPhone]=7658551615 [PreviousCaseNumber]=0 [FormType]=Invoice Extension
[Owner]=DEADLINEEXTENSIONS [DateSubmitted]=1/27/2016 10:46:58 AM
[AttachmentFlag]=N[Question2]=Requesting an Extension Contact person name: Charlie Hobbs Contact information: charlie@adtecerate.com FCC Form 471 Application Number: 958961 Funding Request Number (FRN): 2613296 Service provider name: Frontier North, Inc. Service Provider Identification Number (SPIN): 143004791 Reason: Change of Personnel.*

EXHIBIT H

From: Charlie Hobbs
To: mkraft@usac.org
Cc: "[Hendricks, Cynthia \(cynthia.hendricks@ftr.com\)](mailto:Hendricks, Cynthia (cynthia.hendricks@ftr.com))"; eastridgem@shcsc.k12.in.us; wallacec@shcsc.k12.in.us
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Date: Tuesday, February 02, 2016 1:34:00 PM
Attachments: [Frontier FY2014 Data Gathering Form South Harrison CSC.pdf](#)
Importance: High

Mick – I hope this email finds you doing well. I need your guidance on resolving an invoicing situation.

I received the email below informing me Frontier issued credits for FY2014 for FRN 2613296. The school had reported they had not received the credits and the Data Retrieval Tool on 9/25/2015 indicated the invoicing method had not been setup and no funds had been authorized for distribution. I went ahead and filed a BEAR.

Please provide us a step by step process for resolving this situation so in the end Frontier and the South Harrison Community School Corporation are made whole for FY2014 for FRN 2613296.

Thank you for your guidance and I apologize for you having to deal with this issue.

Charlie Hobbs

AdTec, Inc
PO Box 97
Centerville, IN 47330
Toll Free: 866-855-1845 ext. 1008
Fax: 765-855-1615

From: Hendricks, Cynthia [mailto:cynthia.hendricks@ftr.com]
Sent: Tuesday, January 26, 2016 5:37 PM
To: Charlie Hobbs
Cc: jima@shcsc.k12.in.us; Hendricks, Cynthia
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Importance: High

Hi Charlie & Jim,

I received the attached DGF for FRN 2613296 and processed it early 2015. I learned today the BEAR method was submitted as well. Unfortunately the payment method was set to BEAR before the Erate credits that were applied to the billing accounts were invoiced with USAC.

Since the BEAR method was submitted a refund check for the amount of \$14,112.21 has been disbursed to the school. Also a total of \$35,446.32 Erate credit has also been applied to the billing accounts listed on the DGF. Unfortunately, since the payment method has already

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Please let me know if you have any questions. I will email you the debit adjustments that will be applied to each account and you can expect them to appear on the next bill cycle.

Please don't hesitate to contact me if I can be of further assistance.

Thank you,

Cynthia Hendricks

Erate Specialist
Frontier Communications
115 E Bow Street
Thorntown, IN 46071-1101
260/451-8571 (o)
585-262-9795 (f)
✉: cynthia.hendricks@ftr.com



"I Can Help You!"

From: Charlie Hobbs [<mailto:charlie@adtecerate.com>]

Sent: Thursday, March 12, 2015 10:13 AM

To: Hendricks, Cynthia <cynthia.hendricks@ftr.com>

Cc: jima@shcsc.k12.in.us

Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

Importance: High

Cynthia – South Harrison Community School corporation has hired AdTec to take care of all matters concerning Erate. I have attached the completed Data Gathering Form for FY2014. They request the SPI method be used putting Erate discounts on their monthly invoices. Thank you for your help with this request.

Charlie Hobbs

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Centerville, IN 47330
Toll Free: 866-855-1845 ext. 1008
Fax: 765-855-1615

From: jim alexander [<mailto:jima@shcsc.k12.in.us>]
Sent: Thursday, March 12, 2015 7:41 AM
To: Charlie Hobbs
Subject: Fwd: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

Got this in today. Is this for you to complete or me?

Jim Alexander
Systems Administrator
South Harrison Community School Corp
812-738-2168 x1053

>>> "Hendricks, Cynthia" <cynthia.hendricks@ftr.com> 3/11/2015 5:15 PM >>>

Dear Frontier Communications E-Rate Customer,
Congratulations on your funding for the 2014 funding year (7/1/14 - 6/30/15). We are proud to be partnering with you for your E-Rate Program funding requirements.
You may choose to use the SPIF / discount method or the Form 472 BEAR method to receive your E-Rate funds. The BEAR method initiates a reimbursement check, while the SPIF method will place a discount directly on your bill(s). Please note customers in the state of California must file SPIF method.
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It is important that you not wait to initiate your program benefits. Please contact our office as soon as possible to advise us on your preferred method to receive funds. If choosing the SPI discount method, a SPI certification must be completed by the applicant. **Please complete the attached Data Gathering Form or visit <http://www.frontier.com/discountprograms/Default.aspx>.**

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Thank you,

Frontier Communications Erate Team
Erate email address: Erate-CTF@ftr.com
Fax number: (888)483-6820

Cynthia Hendricks

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115 E Bow Street

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✉: cynthia.hendricks@ftr.com



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Exhibit I

From: [Michael Kraft](#)
To: [Charlie Hobbs](#)
Cc: "[Hendricks, Cynthia \(cynthia.hendricks@ftr.com\)](#)"; [eastridgem@shcsc.k12.in.us](#); [wallacec@shcsc.k12.in.us](#)
Subject: RE: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Date: Thursday, February 04, 2016 9:58:19 AM

Charlie,

Thank you for sending in this issue. It has taken some time to run down the particulars.

Unfortunately the new rules for deadline extensions has a rule based date by which to receive the extension request. Your extension request was due on 10/28/15 and it was submitted on 1/27/16. We will, by rule, deny the request as it was submitted too late.

You can use the denial to request a waiver from the FCC to this rule. If this is approved than you can submit an invoice for the amount of the discount.

I will work with our team to get your denial of the invoice deadline extension so you can proceed with the waiver request. You will have 60 days to submit the waiver request.

Best regards,

Michael Kraft

(202) 776-0200 (ph)

mkraft@usac.org

From: Charlie Hobbs [<mailto:charlie@adtecerate.com>]
Sent: Tuesday, February 02, 2016 1:33 PM
To: Michael Kraft
Cc: 'Hendricks, Cynthia (cynthia.hendricks@ftr.com)'; [eastridgem@shcsc.k12.in.us](#); [wallacec@shcsc.k12.in.us](#)
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
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PO Box 97
Centerville, IN 47330
Toll Free: 866-855-1845 ext. 1008
Fax: 765-855-1615

From: Hendricks, Cynthia [<mailto:cynthia.hendricks@ftr.com>]
Sent: Tuesday, January 26, 2016 5:37 PM
To: Charlie Hobbs
Cc: jima@shcsc.k12.in.us; Hendricks, Cynthia
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
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Thorntown, IN 46071-1101
260/451-8571 (o)
585-262-9795 (f)
✉: cynthia.hendricks@ftr.com



"I Can Help You!"

From: Charlie Hobbs [<mailto:charlie@adtecerate.com>]
Sent: Thursday, March 12, 2015 10:13 AM
To: Hendricks, Cynthia <cynthia.hendricks@ftr.com>
Cc: jima@shcsc.k12.in.us
Subject: FW: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Importance: High

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Sent: Thursday, March 12, 2015 7:41 AM
To: Charlie Hobbs
Subject: Fwd: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

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Systems Administrator
South Harrison Community School Corp
812-738-2168 x1053

>>> "Hendricks, Cynthia" <cynthia.hendricks@ftr.com> 3/11/2015 5:15 PM >>>

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We are committed to constantly improving our customer service and look forward to continuing our partnership with you.

Thank you,

Frontier Communications Erate Team

Erate email address: Erate-CTF@ftr.com

Fax number: (888)483-6820

Cynthia Hendricks

Erate Specialist

Frontier Communications

115 E Bow Street

Thorntown, IN 46071-1101

260/451-8571 (o)

585-262-9795 (f)

✉: cynthia.hendricks@ftr.com



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The information contained in this electronic communication and any attachments and

links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

Exhibit J

From: [Michael Kraft](#)
To: [Charlie Hobbs](#)
Cc: [Hendricks, Cynthia \(cynthia.hendricks@ftr.com\)](#); [eastridgem@shcsc.k12.in.us](#); [wallacec@shcsc.k12.in.us](#)
Subject: RE: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296
Date: Friday, February 05, 2016 9:41:43 AM

Charlie,

Please contact our Customer Support Center. They will be able to assist you in this effort.

You may reach them at

Schools and Libraries (E-rate) Program

Hours: Monday-Friday 8:00 AM to 8:00 PM ET
Phone: (888) 203-8100

Thank you,

Michael Kraft

(202) 776-0200 (ph)
mkraft@usac.org

From: Charlie Hobbs [mailto:charlie@adtecerate.com]
Sent: Friday, February 05, 2016 9:17 AM
To: Michael Kraft
Cc: Hendricks, Cynthia (cynthia.hendricks@ftr.com); eastridgem@shcsc.k12.in.us; wallacec@shcsc.k12.in.us
Subject: Re: SOUTH HARRISON COMM SCH CORP (130536)/ IN / FY 2014-2015 / FRN 2613296

Mick - In order to prepare the FCC appeal could you provide me the following information.

1. In your Feb. 4th email you mention "the new rules for deadline extension" can you provide me the citation and where I can go to download this information. If it is not available for public review could you just attach the document?
2. When was the last day Frontier could have requested reimbursements through the SPI method?
3. What steps are involved in setting the invoicing mode on the Data Retrieval System? Are these steps time sensitive? For example, when I checked the DRT on 9/25/2015 if the invoicing mode had been changed from "NOT SET" to "SPI" I would have known not to file a BEAR.

As always I appreciate your help with this request.

Charlie Hobbs
AdTec, Inc.
PO Box 97
Centerville, In 47330